

ABSTRACT

ENTERPRISE ARCHITECTURE DESIGN IN NURSING SERVICES USING TOGAF ADM (CASE STUDY: MAJALENGKA HOSPITAL)

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Majalengka General Hospital is a Class C Regional General Hospital in Majalengka, West Java which was established around 1911. Majalengka Regional Hospital is managed by the Majalengka Regional Government. Majalengka Hospital now continues to develop capabilities in serving patients. Therefore, the placement of a good information system is needed to support the information technology that is applied so that it can be in accordance with business objectives of Majalengka Hospital. To achieve the vision of Majalengka Hospital, which is to become a trusted hospital and the main choice in Majalengka Regency, it is necessary to align service performance with hospital goals. So that existing information technology can support the hospital's business goals, especially in its operational activities such as inpatient services.

Inpatient care is an individual health service that includes observation, diagnosis, treatment, nursing, and medical rehabilitation by staying in an inpatient room at a public or private hospital health facility, because of the patient's illness, the patient must stay overnight. Well-integrated inpatient care will help Majalengka Hospital to achieve its vision. However, there are problems in the inpatient services of Majalengka Hospital, namely the business aspect, namely the administrative verification process for the return of BPJS patients, causing patients who have been declared cured from hospitalization to experience delays in the return process, while in terms of technology, there is no integrated system directly from inpatient care. to finance, BPJS, pharmacy, and

others. The solution based on problems in the Majalengka Hospital Inpatient service is to design Enterprise Architecture with the TOGAF ADM method. TOGAF ADM is a metford in designing Enterprise Architecture in the form of a tested and iterative process. There are seven phases of TOGAF ADM used in designing Enterprise Architecture at Majalengka Hospital, namely, preliminary phase, architecture vision, business architecture, information system architecture, technology architecture, opportunities and solutions, and migration planning. The results of this study are the IT Roadmap and blueprint that can be used as a reference in the implementation of information systems so that business processes will run more effectively and efficiently.

Keywords: Majalengka Hospital, Enterprise Architecture, TOGAF ADM, IT Roadmap, Blueprint.